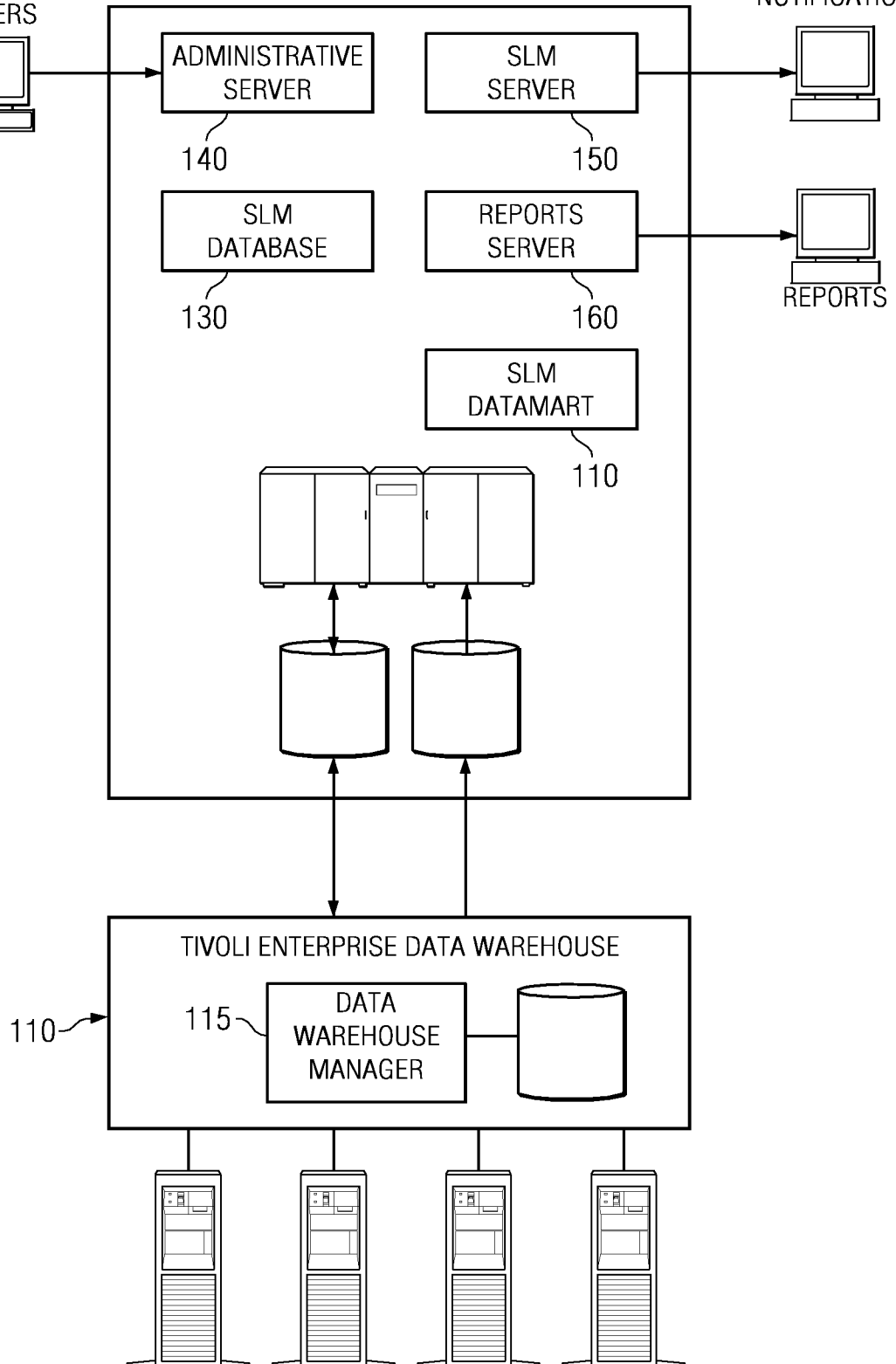


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CREATE/CHANGE  
SERVICE OFFERINGS  
AND CUSTOMER  
ORDERS

VIOLATION/  
TREND  
NOTIFICATION



**FIG. 1**  
(BACKGROUND ART)

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